

Easterling, Deborah

COPY

From: Easterling, Deborah
 Sent: Tuesday, June 07, 2011 3:07 PM
 To: 'Ann and Tom O'Neill'
 Subject: RE: Carolina Water Service Complaint

Posted: too
 Dept: SA
 Date: 6/8/11
 Time: 9:55

Dear Ms. O'Neill,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
 Administrative Assistant

RECEIVED

JUN 08 2011

PGC SC
 CLERK'S OFFICE

-----Original Message-----

From: Ann and Tom O'Neill [mailto:anntomoneill@gmail.com]
 Sent: Tuesday, June 07, 2011 2:43 PM
 To: Contact
 Subject: Carolina Water Service Complaint

My name is Ann O'Neill, I am a resident of the Forty Love Subdivision in Chapin, SC. I am contacting you to protest the huge rate increase Carolina Water is proposing. I have been a resident for approx. 6 years. In that time the the quality of water has been terrible. It smells, it is discolored, tastes terrible. All of our towels and clothing retain a foul, musty smell after washing. We have to purchase only bottled water for drinking because the water provided now tastes like bleach. When we try to take a bath, the water is so discolored and foul you wouldn't even considered bathing in it. When we complain they come out and "flush the lines. Our service is interrupted constantly the pressure is terrible and we never get a "credit" , we are just asked to continue to pay for poor

quality. It is difficult to fathom that a water company can exist with such poor quality and poor standards in our state.

Please let me know you have received this email and will forward it on the the appropriate contact.

Thank you,

Ann O'Neill
803-732-0735